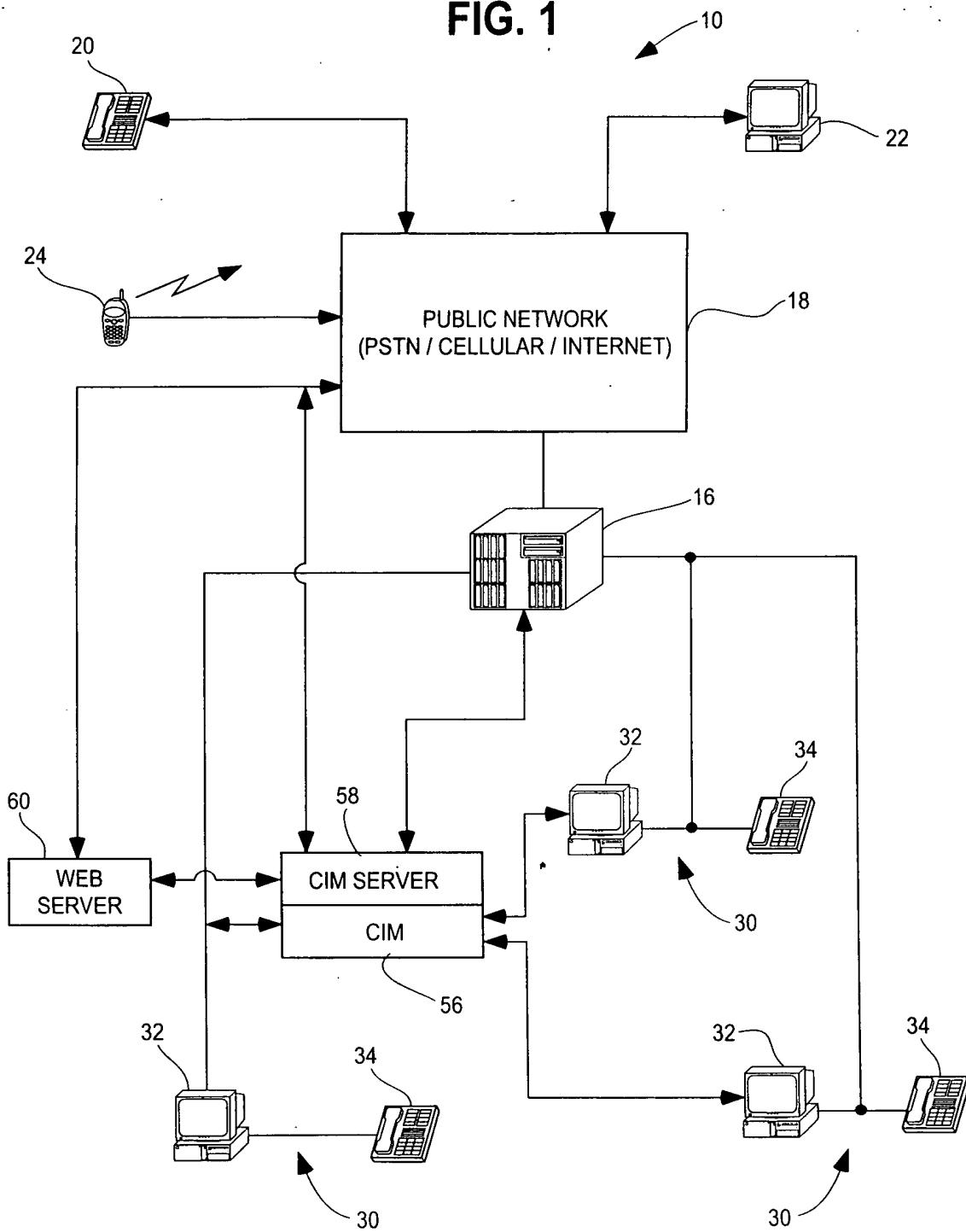


METHOD AND SYSTEM FOR ROUTING TRAFFIC IN
AN AUTOMATIC CALL DISTRIBUTION SYSTEM BASED ON NON-
VOICE DIALOG AGENT SKILL SET
Applicant: Dezonno
Serial No. 09/995,027; Filed: November 27, 2001
Attorney Docket No. 6065-83766

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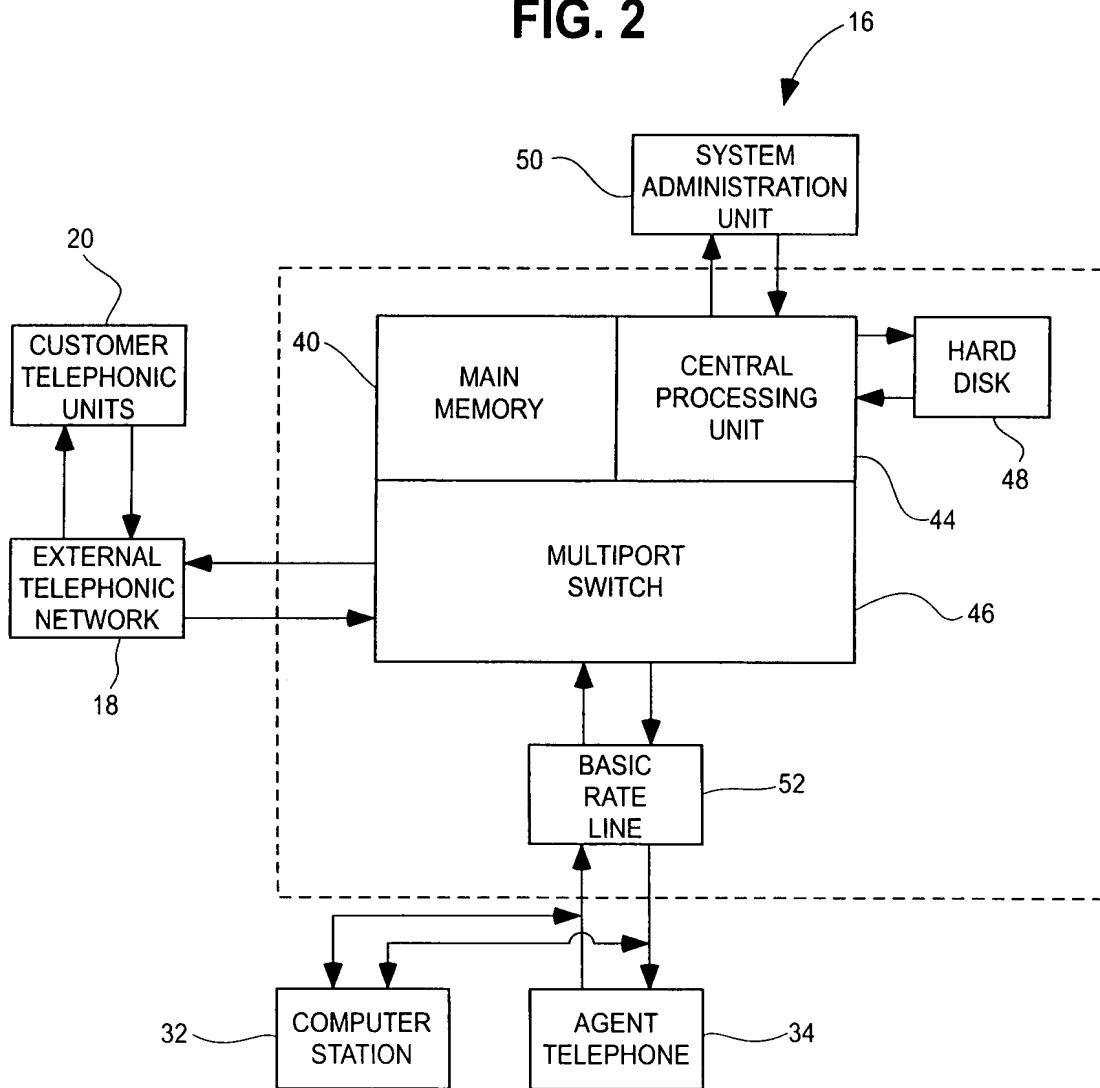
FIG. 1



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FIG. 2



METHOD AND SYSTEM FOR ROUTING TRANSACTIONS
AN AUTOMATIC CALL DISTRIBUTION SYSTEM BASED ON
VOICE DIALOG AGENT SKILL SET

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FIG. 3

